

Printing, Distribution, Mail and Copier Solutions (PDMCS) conducted an online survey between July and November 2005 and would like to share the results with our clients. During that time the average number of respondents for Agriculture Marketing Service (AMS) was 60 and 163 for Animal and Plant Health Inspection Service (APHIS) there were no responses from Grain Inspection, Packers and Stockyards Administration (GIPSA).

Summary of Findings:

- PDMCS downtown AMS customers rated PDMCS on accurate & reliable information, timely responses, cooperation with customers, stakeholders, and professional courteous treatment.
- AMS rated PDMCS on Departmental Mailing List Service, Rider Orders, Printing and Copier Services.
- APHIS rated PDMCS on Copier Services, Publications and Manuals, Rider Orders, Internal Distribution of Mail, Account Mail, Printing and Copying.
- The greatest satisfaction from AMS respondents seemed to be that Rider Orders are sent to correct locations and a PDMCS staff member is available to help with Printing and Copying orders when help is needed.
- 40 -50% of AMS respondents seemed dissatisfied with the Departmental Mail Unit Services (DMUS) with the delivery of materials to correct offices and the Departmental Mailing List Services (DMLS) with maintaining an effective updated mailing list.
- The greatest dissatisfaction from APHIS respondents was over the frequency in which copiers at our Riverdale complex were not working.
- For APHIS the greatest satisfaction was with all Rider Order service and the quality of documents produced in our Print Shop.

Findings in this survey suggest:

- The responses on accurate and reliable information, timely responses, cooperation with customers and stakeholders, professional courteous treatment was hard to analyze. The survey tool did not recognize how to accept and analyze responses as designed by the programmers.
- Our AMS customers use Printing and Copier Solutions the most.
- Our APHIS customers report on use of solutions depending on location, where Riverdale customers might report higher use of mail and copier services.
- It is unclear if customers always understood service or solutions categories – e.g. DMLS

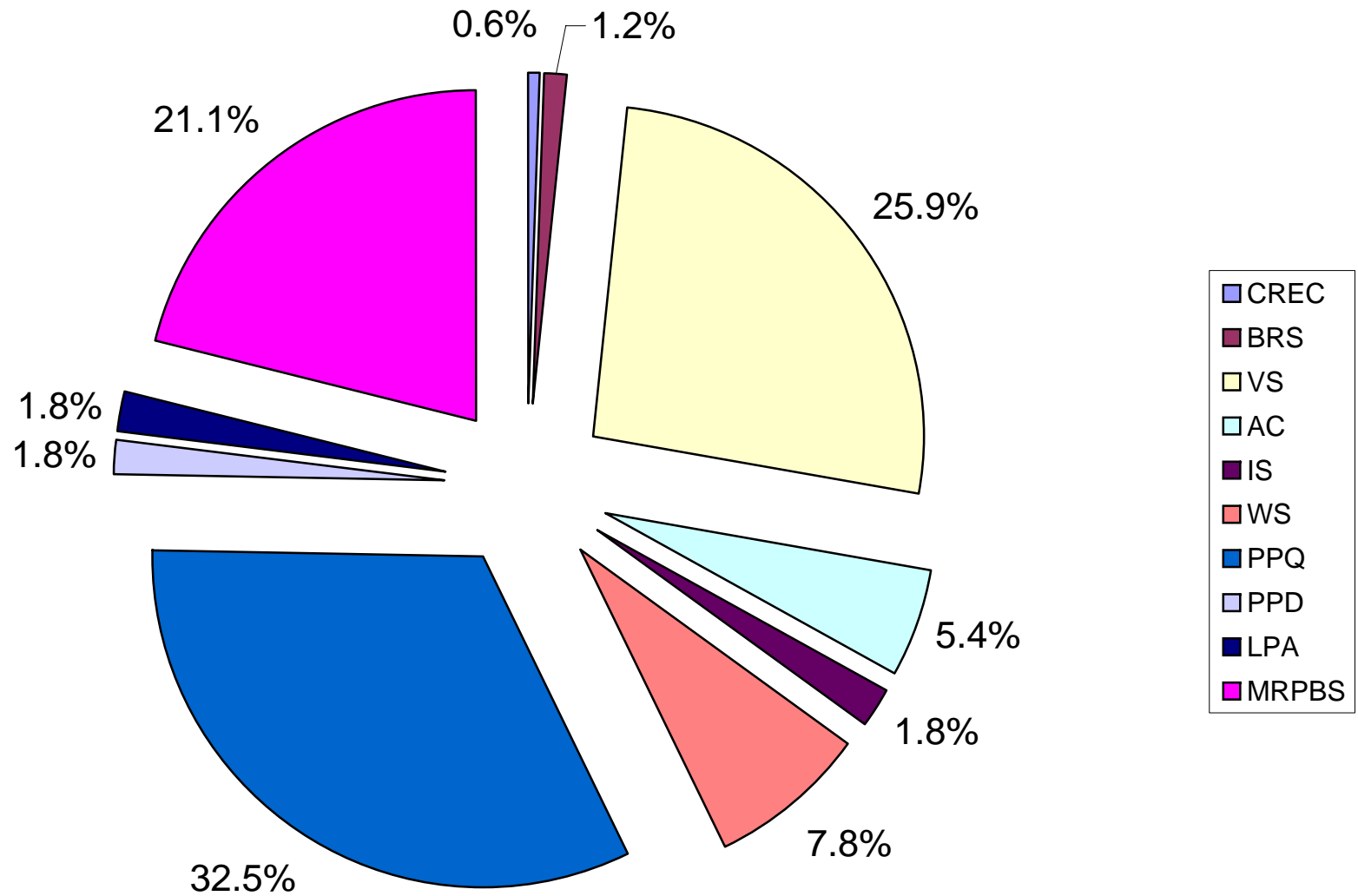
Changes and Improvements:

- When PDMCS does future surveys, we will include a link to the PDMSC website so customers can review services and solutions before responding to survey.
- The Riverdale complex will began regular copier checks instead of expecting customers to call about copier machine problems.

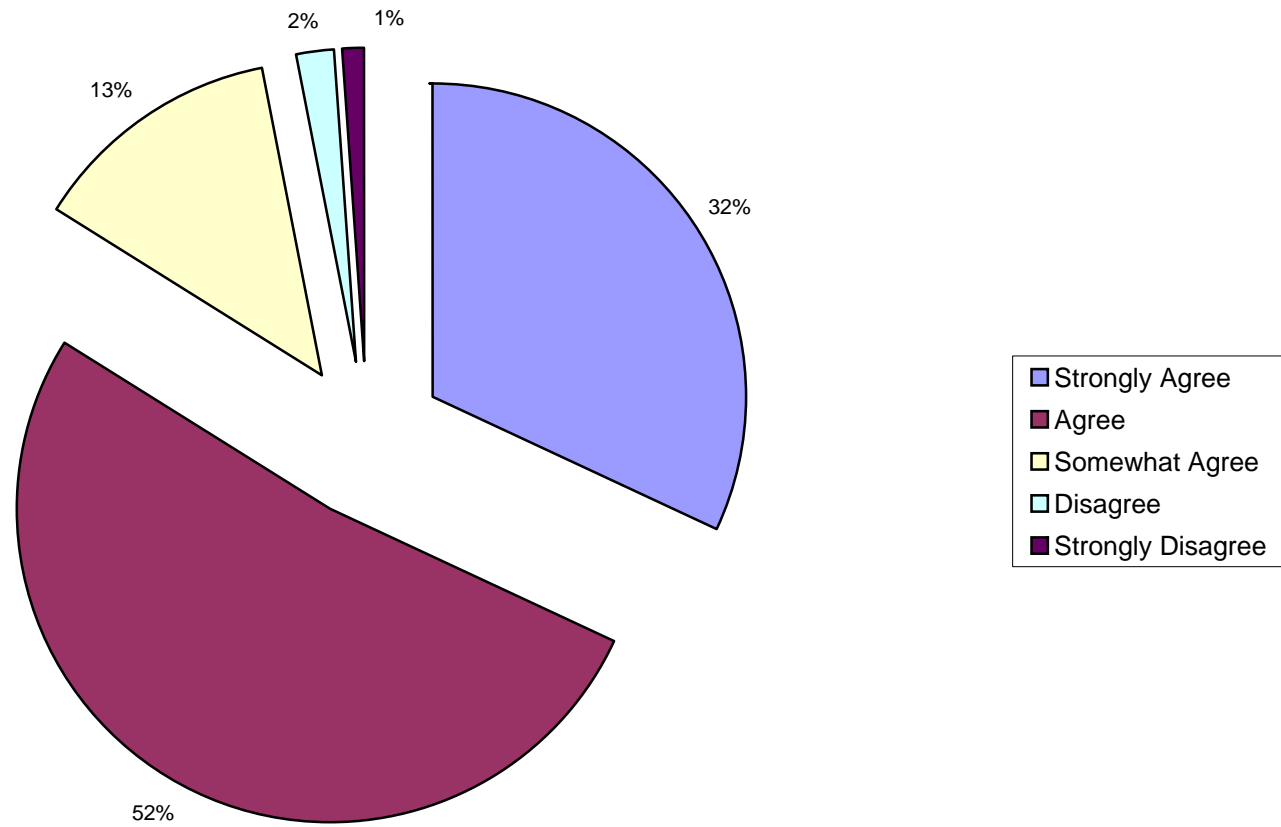
- PDMCS will contact the USDA Office of Operations to send a 'circular' to AMS offices requesting updates and corrections on addresses to reduce delivery of materials to incorrect offices.

If you would like more information about the results from this survey or about how the survey was conducted, contact Ray Nosbaum, 301-734-4474 or email: Raymond.B.Nosbaum@aphis.usda.gov

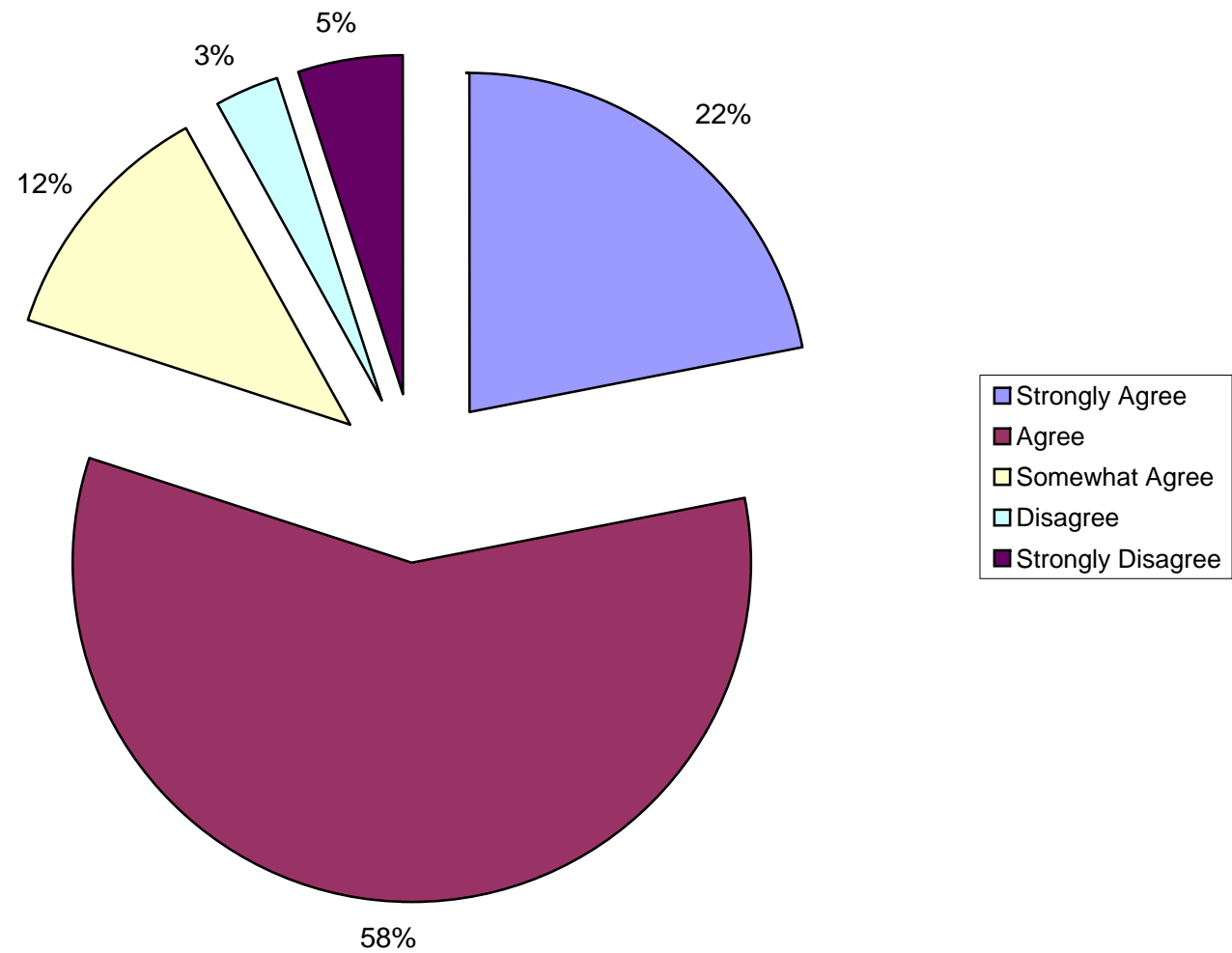
What Program Office do you represent?



In Riverdale, MD when a FedEx or UPS delivery can NOT be delivered to your desk, the Mail Center employees notify you that there is a package in a timely manner.



We offer suggestions that improve the quality and appearance of your copy and print job.



We are available to answer your technical questions about jobs done at Riverdale Print Shop.

